

AURA ULTRA AROMA DIFFUSER

Grace in command with Aura Ultra

Every space tells a story, but some are led by presence.

The **Aura Ultra** defines its own atmosphere — poised, confident, unwavering.

Inspired by the grandeur of Europe's interiors and the restraint of modern design, it stands as a symbol of balance and elegance with purpose, power with grace. Its dual finishes of Matte and Gloss echo two sides of refinement: one soft and grounded, the other bold and commanding.

Wherever it stands in a living room, a lounge, or a corner of work — with its tall, architectural silhouette, **Aura Ultra** mirrors the composure of a Parisian residence, the sophistication of a Milanese suite, and the confidence of a Berlin lobby.

A quiet leader that turns every environment into an experience of control, clarity, and calm authority.

OPERATION INSTRUCTION

- I. Rotate the atomizing nozzle to detach it to the diffuser.
- II. Unscrew the nozzle head from the canister to fill with the preferred scent.
- III. Securely tighten the nozzle head and canister.
- IV. Attach it back by turning it clockwise.
- V. Press the power button to turn on the diffuser.
- VI. Press once the intensity mode to change mode.
 - LOW MODE (I)
Mist for 15 seconds, pause for 200 seconds and then repeat.
 - MID MODE (II)
Mist for 15 seconds, pause for 100 seconds and then repeat.
 - HIGH MODE (III)
Mist for 15 seconds, pause for 60 seconds and then repeat.
- VII. Press the timer button to switch the timer.
- VIII. Press and hold the intensity button to activate or deactivate the Bluetooth mode.
- IX. Low Battery Indicator: All mode indicator lights will flash simultaneously and blink 5 times (5x).
- X. Charging Indicator: During charging, the three mode indicator lights will cycle on and off.
- XI. Fully Charged: When charging is complete, all three indicator lights will remain steadily lit in white.

Timer Function

1h, 8h, 24h: These indicators set the auto-shutdown timer.

1h: The aroma diffuser will automatically shut off after 1 hour.

8h: The aroma diffuser will automatically shut off after 8 hours.

24h: The aroma diffuser will automatically shut off after 24 hours.

PRECAUTIONS

- ① Do not use overloaded power sockets, damaged power cords, or adapters, as this may pose a safety risk. If any issues are found, please replace them promptly to prevent fire hazards.
- ② Do not attempt to modify, disassemble, or repair the aroma diffuser if you are not a qualified technician, as this may cause damage. If the diffuser is malfunctioning, ensure it is being used properly according to the instructions or refer to the troubleshooting guide. For unresolved issues, please contact our customer service team for assistance.
- ③ When adding aroma oil, avoid dripping it directly into the diffuser. Never invert or tilt the diffuser during use. If transporting the diffuser, ensure it is cleaned and secured beforehand (refer to the Diffuser Maintenance section) to prevent oil leakage and damage.
- ④ Regularly check and clean the diffuser to maintain its optimal performance.
- ⑤ Before disposing of the diffuser, remove the battery. Ensure the diffuser is powered off before removing the battery, and dispose of the battery safely.

Quality Assurance

hiessence guarantees customers that all products produced by the company are official and authentic items that come with legitimate brand after-sales service. (Please note that products purchased directly from unauthorized channels may not be eligible for any service support of the company.)

After-Sales Service

If you encounter any issues with the product, our online customer service is always open for consultation and assistance to better resolve your concerns, you may see contact details through our website hiessence.co and reach us there.

WARRANTY AND RETURN POLICY

1-Year Warranty Service: Free Maintenance

hiessēnce products are covered by a one (1) year warranty from the date of purchase. During the warranty period, hardware issues not caused by human error are eligible for free repair. If the damage is due to user error, repair fees will apply, and the customer will be responsible for round-trip shipping costs.

The following conditions are not covered under the free warranty service:

1. Quality issues caused by user error or external factors.
2. Unauthorized repairs or disassembly.
3. Product malfunctions resulting from failure to follow the operating instructions.

To ensure prompt and comprehensive after-sales service in case of quality issues, and to protect your rights, we recommend keeping the packaging and accessories for the entire warranty period for your convenience.

7-Day Return and Exchange Policy

Our store strictly implements a 7-day return and exchange policy. Due to the nature of our products, we are unable to process refunds. However, we stand by the quality of our offerings and are happy to help resolve any concerns.

To qualify for this service, the product must remain in its original packaging and plastic with the original seal and all accompanying items intact and undamaged. The customer will be responsible for round-trip shipping costs.

1. The unit's original packaging should be unopened.
2. Consumable products that cannot be returned to their original condition once opened, affecting resale value will not be included in the Return & Exchange policy.
2. Products that show signs of use (e.g., scratches, wear, or damage) will be denied of Return & Exchange.
3. Reports of external product issues, such as packaging damage, deformation, or missing accessories, made more than seven days after receipt will be denied.
4. Failure to return promotional kits or gifts included with the product. In such cases, the cost of the kits/gifts will be deducted from the exchange.